

## THE INSPECTOR GENERAL (IG) COMPLAINT PROGRAM

1. The Air Force has a well-established complaint program. You can get help quickly and fairly when you need someone to answer a question. You can make your complaint at any level in the IG system. No one may act against you just because you complained. If you think someone has acted against you just because you complained, tell an inspector or an IG.
2. The IG Complaints Program is described in AFI 90-301. This instruction tells you how to make a complaint and to whom you should talk. You may go to an inspector or IG at any level, but experience has shown commanders and supervisors are the people best equipped to resolve your complaints. Therefore, you are encouraged to discuss your problem with your supervisor or commander before coming to the IG.
3. The IG Complaints Program does not generally handle matters that are covered under other Air Force Instructions (AFI's) or directives. The following list provides for appropriate referral to agencies with programs for the redress of these complaints. This list is not all inclusive of every type of complaint that can be handled by other appeal channels.

### Type of Complaint

Military Equal Opportunity (MEO) Issues: race, color, sex, religion, or national origin  
(Civilians) Conditions of Employment and Equal Employment Opportunity  
(Civilians) Nonappropriated Fund employee reprisal  
Administrative Separations (Enlisted)  
Officers  
Reserves  
Air Force Reserve Matters  
Equal opportunity in off-base housing  
Landlord or tenant disputes  
Claims against the Government  
Correction of military records  
Appeal of an Officer or Enlisted Evaluation Report or a Promotion Recommendation Form (PRF)  
Support of dependents and private indebtedness  
Suggestions  
Fraud, Waste and Abuse  
Change to an instruction/regulation  
Punishment under UCMJ  
Article 138, UCMJ (Complaint of Wrong)  
Hazardous working conditions (unsafe/unhealthy)  
Elimination from training

### Reference

AFI 36-2706 / MEO Office  
  
Servicing Civilian Personnel Flight or Chief EEO Counselor  
IG, DoD  
AFI 36-3208  
AFI 36-3207  
AFI 36-3209  
AFI 36-2115  
AFPD 32-60  
AFI 32-6001  
AFI 51-502  
AFI 36-2603  
AFI 36-2401  
  
AFI 36-2906  
AFI 38-401  
AFI 90-301  
AFI 33-360V1  
AFI 51-201  
AFI 51-904  
AFI 91-302  
AETC Directives

4. If a policy directive or instruction provides a specific means of appeal, you must exhaust those appeal procedures. You must be able to allege that the process was mishandled or handled prejudicially before IG channels will process a complaint of mishandling. Mere dissatisfaction with the outcome is not sufficient basis for an IG review or investigation.

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# THE INSTALLATION INSPECTOR GENERAL

**FOR AN APPOINTMENT  
CALL: 6-2183 or 5-6366**

**Or Stop By---  
BUILDING 10577, ROOM A100**

**30 SW 24 HOUR Fraud, Waste &  
Abuse (FW&A) HOTLINE: 5-8179  
From non-Govt. Phone: 605-8179**

**DoD 24 Hour HOTLINE, CALL:  
1-800-424-9098**